



## From the Mailbag

Thank you to everyone who took care of Robert Brown while he was at Providence Care. You did a terrific job and can't thank you enough for the loving and gentle care shown to him.

Sincerely,  
*Lorene Brown & Family*

---

The family of Carmelo Fontana would like to thank you, each and every one of you, for the love, care and support you gave him and our family.

*The family of Carmelo Fontana*

---

A very special thank you to everyone involved in the care of our Mom and Grandmother. Her journey was long and hard and the extra care that you gave her helped ease the burden and ease her into her last stage of life. She is finally at peace.

*The family of "Mickey" Darling*



*Diane and  
Paul Ernst*

## Paul Frederick Ernst, D.D.S.

### *Devoted family man and decorated Veteran*

Born in 1923, "Doc" Paul Frederick Ernst, D.D.S. spent much of his life serving others. He passed away, under the care of Stein Hospice, on June 14, 2014.

An oral surgeon for 40 years and Erie County Deputy Coroner for twelve after his retirement, the devoted husband and father was a Sherman Tank Commander in the 10th Armored Division during World War II. He fought in the Battle of the Bulge and was awarded two Purple Hearts, serving his country from Dec. 8, 1942 to Aug. 4, 1945, before being shot by a German sniper and honorably discharged. Quick with a joke, Paul always liked to say a "German sniper put him through dental school" with the disability funds he received from his time in the service.

Several years back, neighbor and Hospice nurse Ron Brooks helped Paul take advantage of Stein Hospice's Veterans Program by recording a Life Review Memory DVD of his military experiences.

"Paul was very gracious about sharing some of his combat experiences. He wanted the DVD for his family," said Ron Brooks. "It is a chance for Veterans to pass down words of wisdom to their loved ones. It's not just about their time in the military."

The DVD is typically a panoramic view of the individual Veteran's life experiences from childhood through present day.

Through a Stein Hospice event, Brooks also encouraged Paul to view a documentary film about the "Honor Flight" program that flies veterans to Washington, D.C., to see the World War II Memorial and other memorials. Paul was so affected by the film that he immediately asked to take the actual "Honor Flight" tour and did so almost exactly one year prior to his passing.

For Paul's son Steve, it was a life-changing experience. "It was one of the most meaningful days I've had

*continued on page 3*

## MEDICAL DIRECTORS

James Preston, DO  
Andrew Ache, MD  
Reagan Bristol, DO  
Christina Canfield, MD  
Dennis Furlong, DO  
Lynn Chrismer, MD

Michael McHenry, MD  
Edward Radatz, DO  
Larry Robinson, DO  
Sara Graham, DO  
Todd Williams, MD

## MANAGEMENT

Jan Bucholz, MBA, MSN, RN, CHC, *Chief Executive Officer*  
Tamara Zuilhof, *Chief Operating Officer*  
Barb Metcalf, RN, CHPN, *Chief Compliance Officer*  
Rick Hatcher, MBA, *Chief Business Development Officer*  
Jane Bruck, *Finance Director*  
Allison Burroughs, PHR, *Human Resources Director*  
Gretchen Franklin, LISW-S, *Social Services Director*  
Samantha Bechtel, MSSA, LISW-S, ACHP-SW, GC-C,  
*Chief Clinical Support Officer*  
Beth Frank, MBA, BSN, CPHQ, *Quality and Education Director*  
Franklin Swinehart, LNHA, *Inpatient Services Director*  
Susan Figula, RN, CHPN, *Market Development Director*  
Rev. M. Webster Maughan, *Staff Development Director*  
Amy Skolnik, *Outreach Director*  
Lynne Raditz, RN, *Director of Intake*  
JoAnn Didion, LISW-S, *Practice Manager*

## STEIN HOSPICE

*Mission Statement: To provide comfort, compassion and support during life's final journey.*

## LOCATIONS

**Administrative Office**  
Sandusky  
1200 Sycamore Line  
Sandusky, Ohio 44870  
419-625-5269  
1-800-625-5269

**Stein Hospice Care Center**  
**Firelands Regional Medical**  
**Center South Campus**  
1912 Hayes Ave., 3rd Floor  
Sandusky, Ohio  
419-558-4164  
1-866-230-7597

**Norwalk**  
257 Benedict Ave., Suite B  
Norwalk, Ohio 44857  
419-663-3222  
*Please note, this is the correct address for our Norwalk office. It is currently listed incorrectly in the Yellow Pages phone book and online at yp.com and 411.com*

**Tiffin**  
100 Madison St.  
Tiffin, Ohio 44883  
419-447-0475

**Lorain**  
4000 Oberlin Ave., Suite 4  
Lorain, Ohio 44053  
440-282-3939

**Port Clinton**  
1848 E. Harbor Road  
Port Clinton, Ohio 43452  
419-732-1787

**Stein South**  
100 Liming Farm Road  
Mount Orab, Ohio 45154  
937-444-2766

## EMAIL

**Volunteer info:** volunteers@steinhospice.org  
**Donor/event info:** development@steinhospice.org  
**Referrals/questions:** intake@steinhospice.org  
**All other inquiries:** steinhospice@steinhospice.org

## IN TOUCH IS PUBLISHED BY:

Stein Hospice  
419-625-5269, 1-800-625-5269  
FAX 419-625-5761



[www.steinhospice.org](http://www.steinhospice.org)

## GO GREEN

Help Stein Hospice save money and care for the environment by receiving "In Touch" electronically. Just send an email to newsletter@steinhospice.org and include both your email and mailing address. We will not distribute your email address or use it for any other purpose. "In Touch" is published every two months and is also available online at [www.steinhospice.org](http://www.steinhospice.org).



Jan Bucholz,  
Chief Executive Officer

## Message from Chief Executive Officer

Veterans are an integral part of American life. Most of us have several veterans in our closest circles of family and friends and understand the sacrifices made by these heroes. These veterans are men and women of valor who made...and continue to make our way of life possible. Our debt to these veterans can never be paid. We can only be grateful and do our part to assist them in any way possible.

At Stein Hospice, we learned very early in our 33 years of service that veterans at the end of life sometimes have unique needs. The recognition of these needs led our Hospice to a commitment that involved learning more about what we could do to lessen the burden carried by these dying veterans and help bring healing to them and their loved ones. Stein's early work led us to partner with the Hospice Veterans Partnership (HVP). The purpose of this group, sponsored by the National Hospice and Palliative Care Organization, is the promotion of greater understanding and development of more effective interventions for assisting veterans at the end of life. Within HVP, 4 levels of expertise were developed. The first level was for hospices beginning in their quest to provide high level service to veterans. Each subsequent level requires increased skill and expertise in the needs of veterans. The fourth and highest level is reserved for those hospices, who, nationally, have the most comprehensive programs to serve veterans. Stein Hospice achieved Level 4 status in 2012 and is privileged to offer veterans a variety of services that enhance peace and healing at the end of life. We believe we have a good start in doing our part to assist veterans. However, we have determined that this is not enough.

2015 will see a roll out of a new, more comprehensive Veterans Program. This program will be totally staffed by veterans, including our veteran volunteers and will target not only how to make end of life easier for the veterans and their families, but will also bring solid, practical assistance in a variety of areas.

Veterans have been there when our country needed them. Stein Hospice will be there for the veterans in our community when they need us.

With Love and Respect,



Paul Ernst, D.D.S. continued from front cover

with my father," said Steve Ernst, who went through training and served as his father's guardian on the trip. "It meant a whole lot to have that time with him. It woke me up to the fact that my dad wasn't going to be here forever. Every day is a gift."

When Paul fell ill and took a six-month decline in health, his wife Diane, sons Steve and David, and daughter Ann turned to Stein Hospice once again in May 2014, placing Paul in the Stein Hospice Care Center.

Eventually, Paul wanted to go home. Since his symptoms required constant nursing attention Stein Hospice provided continuous care in the Ernst's residence. This allowed the family the opportunity and flexibility to bring Paul back into his own home.

Diane felt the move was a blessing. Her husband was made comfortable right in their family room, and everyone, including the family dog, could come and go to visit Paul with ease. The nursing staff handled all of his needs, allowing the family to focus on spending quality time with him.

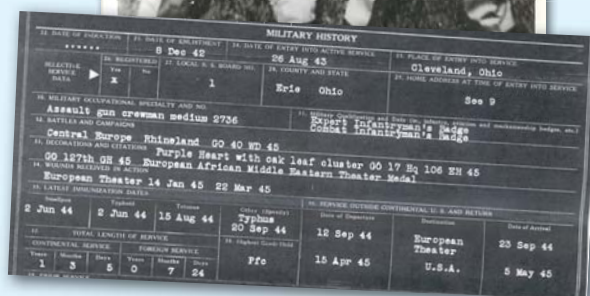
"We were treated with confidentiality, kindness and respect. The nurses ... there wasn't one that wasn't totally devoted and compassionate," said Diane Ernst. "The Hospice staff united our family and were lifesavers, physically and emotionally."

"I am eternally grateful for the nurses that helped us," added Steve Ernst. "It's courageous what they do for their patients and their patients' families."

Diane indicated that "Doc," leading up to his illness, led an active life, enjoying power boating, woodworking and spending time with friends and family. Additionally, Paul liked to meet other retired buddies at the "Lunch Box," a family restaurant in Sandusky. A member of a number of community organizations, he held a spot on the Sandusky Planning Commission and supported his wife in her efforts to bring cultural programs to the community through Sandusky Library's Norbert A. and Marion Cleaveland Lange Trust.

"Paul was all about honesty. He was a good father ... good husband too. The kids all learned nothing but positive from him, by example and by words," concluded Diane Ernst.

Stein Hospice would like Paul's family and friends to know it was an honor to serve "Doc" and to give back to a Veteran who gave so much of himself to others over the years.



# We Salute Our Veterans

Alicia and Steve are both Bereavement Counselors for Stein Hospice who have provided support to many veterans. The following is their story.

We have both been blessed to have wonderful stoic Veteran patriarchs in our families. We felt prepared when people cautioned us that it would be difficult, especially as civilians, to engage Veterans in individual and group therapies. What we could not have prepared for was the openness and appreciation the Veterans have displayed in sharing their legacies with us. These past years we have been humbled in being able to assist Veterans of all generations and all military branches by honoring their sacrifices as well as making peace with their past. Each veteran has touched our hearts and taught us lessons that we are grateful for. Our experiences have caused us to look back at the veterans in our own families and wonder why we had not been able to get their stories, but as we have been told numerous times, I never told anyone in my family what I did because I did not want them to know. If you know a veteran, please know that they may not share their story because of what they feel it may do to you or cause you to think of them. They are often unsung heroes as they report they were just doing what they were told to do or had to do. It is important to remember that often the values instilled in their military service as young men and women, carry with them to this day. Veterans are protectors long after they are discharged from their military duty. We both feel honored to have served so many heroes from World War II, Korea, Vietnam, Cold War, Desert Storm, Iraq and Afghanistan, and peace time. Please remember it is never too late for healing.

— Alicia Bogard and Steve Boros



# Honoring Veterans



Monday, November 10th, we were able to honor 110 Veterans at Wesleyan Village in Elyria.

A female veteran we were able to honor, along with 7 others at Mill Manor Nursing Home in Vermilion on Wednesday, November 12th.



We honored 18 Veterans on Tuesday, November 11th at Providence Care Center.



# On Veterans Day



Saturday, November 8th, we honored 14 veterans at the Mad River Veterans Day event.



French Creek YMCA in Avon where we honored 10 veterans, recognizing 4 Vietnam veterans in this group, on Thursday, November 13th.



Honoring Veterans at Riverview HealthCare Campus in Oak Harbor.





# Veterans Needed to Volunteer for Veteran Patients

Stein Hospice is looking for volunteers who are Veterans to serve our Veteran patients. We understand the camaraderie among Veterans. We know that if a veteran wants or needs to talk to someone, he/she is more likely to trust and open up to another Veteran. Our Veteran patients are searching for peace as they travel on life's final journey. We, at Stein Hospice, believe you can help them find it.

Please read the true story about Ernie below which explains it best:

*When it became necessary for Ernie, a war Veteran and hospice patient, to use a wheelchair, he became very depressed and withdrawn. The social workers, doctors, nurses and chaplains all tried to help. Ernie just wouldn't talk about it. This was not something he was willing to discuss with them. However, when a volunteer, who was also a Veteran came in to see Ernie, this volunteer learned what no one else could. When Ernie was in the war he was held as a POW. When the war was over he walked to his freedom. To Ernie, his legs meant freedom. Now, this many years later, in his own room, Ernie had lost the use of his legs and felt that he turned back into a POW, which is what was causing his depression. Ernie and his Veteran volunteer became good friends and he eventually accepted the wheelchair.*

Our Veteran Volunteers form a "Veteran Volunteer Task Force." They are called upon not only to visit with Veteran patients and many of them do so at the Ohio Veterans Home, but they are also asked to help out with pinning ceremonies, presentation of Welcome Home Beads, bracelets, pins, certificates, books and blankets. They also assist with fundraising events for our Veterans program and sewing military patches on the fleece blankets we deliver to all new Veteran admits.

Classes are held twice a week, 3 hours each, for 3 weeks. Classes are free and refreshments will be served. Registration is required.

This three week course explores the feelings and philosophies of the death and dying process. It covers such topics as Introduction and Philosophy of Hospice; Veteran Issues at End of Life; Communications Skills; Veteran Culture; Spirituality and Bereavement.

The next LifeCourse class is tentatively scheduled for 1st Quarter 2015 in Sandusky. Please call to let us know of your interest and we will contact you with dates and times once they are scheduled. For more information or to register, please call Stein Hospice at 419-625-5269.



# Calendar of Events

## January



### Open Labyrinth Walk

Mon., January 12th

4pm to 7pm

Community Room, Firelands Regional Medical Center, South Campus, Sandusky

### Reiki Level I

Fri. January 30th, 8:30am - 4pm  
or

Sat. January 31st, 8:30am - 4pm

Stein Hospice

1200 Sycamore Line, Sandusky

Classes must be taken in order. To register, contact Rachel Berry BSN, RN, Reiki Master at 419-357-8337.

## February

### Open Labyrinth Walk

Mon. February 9th

4pm to 7pm

Community Room, Firelands Regional Medical Center, South Campus, Sandusky



### Valentine's Day Speakeasy Soiree

Sat. February 14th

Details to come, tickets go on sale in January.

## March

### Reiki Level II

Fri. March 6th, 8:30am - 4pm  
or

Sat. March 7th, 8:30am - 4pm

Stein Hospice

1200 Sycamore Line, Sandusky

Classes must be taken in order. To register, contact Rachel Berry BSN, RN, Reiki Master at 419-357-8337.

A red heart with white polka dots and a white lace border hangs from a rusty metal handle. The background is a dark, textured wooden surface.

## Shhh... it's a secret...

but if you knock five times and whisper the password, you too can join us at the Valentine's Day Speakeasy Soiree. Look for more details at [www.stein hospice.org](http://www.stein hospice.org) or on Face Book at Stein Hospice in January 2015 or give us a call at 419-625-5269. Tickets will be on sale in January.



Sandusky Office  
1200 Sycamore Line  
Sandusky, Ohio 44870

ph. 419-625-5269  
fax 419-625-5761

Non-Profit Org.  
U.S. Postage  
PAID  
Sandusky, Ohio  
Permit No. 17

## SUPPORT GROUPS

All groups are free and available to anyone in the community whether or not they have had previous involvement with Stein Hospice. For more information contact Hope Seavers, Bereavement Care Liaison 800-625-5269 or [hseavers@steinhospice.org](mailto:hseavers@steinhospice.org)  
*\*Participants purchase their meal.*

### Adult Support Groups:

- **Serenity Seekers:** for the loss of any adult loved one.
- **Healing Hearts:** for graduates of Serenity Seekers.
- **MOMS:** for mothers who have experienced the death of a child, of any age (childhood to adulthood).
- **A New Dawn:** for adult survivors of divorce.
- **A New Day:** for graduates of A New Dawn.
- **With the Guys:** for men who have lost a loved one.
- **Rain's End:** for adults who have lost a loved one through suicide.
- **Clear Skies:** for graduates of Rain's End.
- **Angel Warriors:** for adult women who have lost a loved one and have challenges with self-esteem.
- **M.I.S.S. You:** for parents who are grieving loss through miscarriage, infant death and stillbirth.
- **In It Together:** for families who have a loved one in the military and deployed. Contact Kim Gentzel, 419-750-0642.

### Adult Social Event Groups:

- **Bunch for Lunch:** Potluck 12 p.m., first Monday of month, at Stein Hospice, 1200 Sycamore Line.
- **Sandusky Yacht Club Lunch Bunch\*:** 12 p.m., third Wednesday of month. 529 E. Water St., Sandusky.
- **Huggers and Munchers\*:** 5 p.m., second Tuesday of month, at different restaurants.
- **Healing Hearts Lunch Bunch\*:** 12 p.m., first Wednesday of month, at different restaurants.

### Children and Adolescent Support Groups:

- **Recovery Riders:** for children ages 7-12 who have lost a loved one through death.
- **R.U.O.K.:** for adolescents ages 13-18 who have lost a loved one through death.
- **Tough Cookies:** for children ages 7-12 who have had a loss through separation/divorce, a temporary or permanent placement out of their home or parents/caretakers who have been incarcerated.
- **Next Step:** for adolescents ages 13-18 who have had a loss through separation/divorce, a temporary or permanent placement out of their home or parents/caretakers who have been incarcerated.
- **Club USA:** for children ages 7-12 who have a loved one in the military who has been deployed.
- **Camp Good Grief:** a weeklong summer day camp for children ages 5-13, held in several local parks.

### Brown, Clermont and Adams counties:

- **Healing Hearts Lunch Bunch\*:** 5 p.m., third Monday of month, at different restaurants.
- **Current Caregiver:** 3:30 p.m., first Wednesday of month.
- **New Caregiver:** 3 p.m., fourth Wednesday of month.